GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3714
ANSWERED ON:19.04.2010
LOSSES OF POSTAL ARTICLES
Dubey Shri Nishikant

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether all District Headquarters have not been covered by the Speed Post network in the country;

(b) if so, the details thereof. State-wise;

(c) whether the Government has any proposal to cover all the District Headquarters by the Speed Post network;

(d) if so, the details thereof and the time by which these are likely to be covered in the country;

(e) whether the Government has received complaints in regard to loss of postal articles and delay in postal delivery in the country;

(f) if so, the details thereof during the last three years, and

(g) the steps taken /being taken by the Government to improve the postal services in the country?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) & (b): Yes, Madam. Speed Post network is not available at some District Headquarters. The State-wise details is given in the Annexure.

(c) & (d): No, Madam. At present, proposal regarding covering the district headquarters, where Speed Post facility is not available, under Speed Post network is not under consideration. The network of Speed Post Service is extended taking into account the market requirements, customer needs, potential business, transport connectivity available etc.

(e) & (f): The details of complaints relating to Postal article received for loss of articles/delay in transit during the last three years are as under:

Year	Total mail traffic in million	No. of complaints traffic ration			Percentage of complaint
		Delay in delivery(a)	Loss of articles (b)	Total(a+b)	
2006-07	6677.18	155099	5693	160792	0.002
2007-08	6391.15	174354	9902	184256	0.003
2008-09	6540.90	205043	7479	212522	0.003

(g) Yes, Madam. The Department has chalked out an appropriate strategy to face the challenges and to improve the postal services in the country and has taken a number of steps in this regard. Under the current five year Plan, a number of Schemes are being implemented for improving the Access to postal network, streamlining Mail operations, Technological upgradation & Modernization of post offices, business expansion and marketing of postal products & services.

In addition, some of the major steps taken by the Department to improve the postal services are as under:-

Introduction of web based Track and Trace system called `SpeedNet` for Speed Post articles.

Introduction of One India One Rate in respect of Speed Post articles weighing upto 50 gms.

Deployment of International Postal System software at Mumbai, Chennai, Kolkata and Delhi for tracing of international Speed Post articles.

Technological upgradation of major Speed Post Centres for improving the efficiency of the operations.

Induction of dedicated Aircraft for carriage of mails for North East sector.